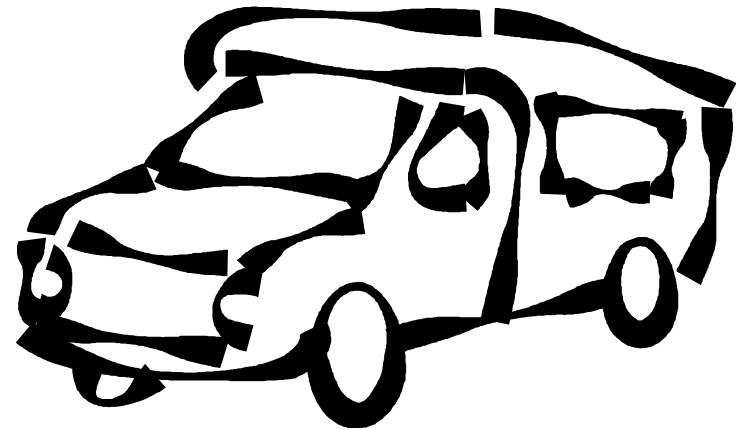
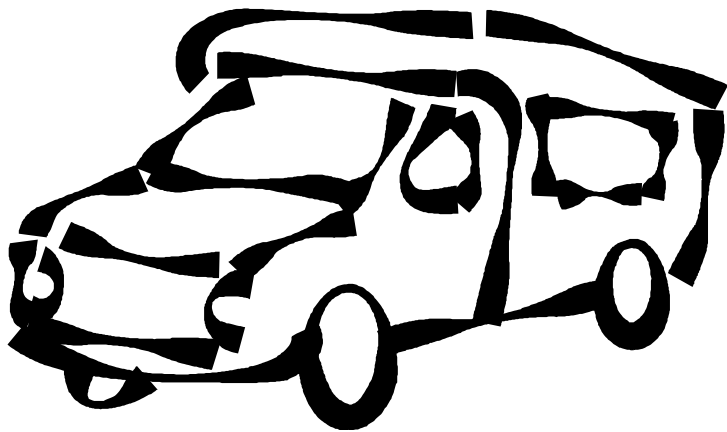


**City of Laurel Department of  
Parks and Recreation  
Division of Senior Services  
422 Montgomery Street  
Laurel, MD 20707**



City of Laurel  
Department of Parks & Recreation



Division of Senior Services  
Transportation Program

## TRANSPORTATION SYSTEMS

### Transportation Service Hours

Monday through Friday  
9:00 am -3:00 pm

### DISPATCHER OFFICE HOURS

Appointments are accepted:  
Monday – Friday 9:00am – 12:00pm

Cancellations are accepted:  
Monday - Friday 9:00am – 12:00pm

### Fees

There is a \$30.00 annual fee for this service.

### Transportation Number

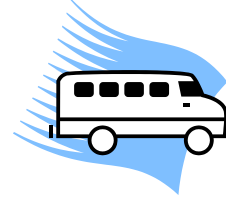
301- 498-3384

### Office Location & Address

Laurel Armory  
422 Montgomery Street  
Laurel, MD 20707

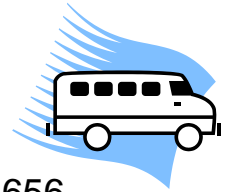
301-776-6168 (Senior Services)  
301-725-8088 (Armory Front Desk)

We encourage the use of all transportation programs available to senior citizens in and around the Laurel area.



**P.G. Call a Cab** – (301) 883-5656

**P.G. Call a Bus** – (301) 499-8603



**P.G. NON-Emergency Medical Transportation**  
(301) 856-9555

**Connect-A-Ride (CMRT)** – (800) 270-9553

**Metro** – (202) 637-7000

**Metro Access** – (301)-562-5360

**Anne Arundel County Transportation**  
(410) 222-4826

**Howard County Transit** – 1-800-270-9553

**Montgomery County Senior Transportation**  
(240) 855-6355

## HOLIDAYS, CLOSINGS AND CANCELLATIONS



The transportation service does not operate on City of Laurel Holidays. The transportation service follows the Prince George's County school system for delays or cancellations due to inclement weather conditions. If there is a delay then all scheduled appointments during this time are cancelled. Please listen to your local news channel or radio station for delays or cancellations. If you must cancel your appointment, please notify the dispatcher as soon as possible otherwise it is a no show. Numerous no shows will lead to suspended service.

## COMPLIMENTS, COMMENTS, AND CONCERNS

We encourage riders of the Division of Senior Services Transportation Program to write to us.

City of Laurel  
Department of Parks and Recreation  
Division of Senior Services  
422 Montgomery Street  
Laurel, MD 20707



When we all work together, the service benefits all. We thank you in advance for your continued support and cooperation.

## TRANSPORTATION SERVICE



The City of Laurel provides transportation for senior citizens and disabled adults with independent mobility in and around the City of Laurel. Participants must live within the City Limits. In order to use this "curb to curb" service, participants must make appointments a minimum of two business days in advance and we can make appointments up to four weeks out. We can transport you to many locations within the City of Laurel. Please feel free to call and verify if your destination is within city limits 301-725-8088, also have destination address.

The City of Laurel Parks and Recreation Senior Transportation Service cannot transport any participant experiencing a medical emergency.

## WHO CAN RIDE



All senior riders must have independent mobility and be 55 years of age or older. We also serve disabled adults regardless of age. An Application for Handicapped Status are provided upon request. Individuals less than 55 years of age must have this form signed by a physician to ride. Personal assistants, who are at least 21 years of age, have a current work ID stating this is their profession, are encouraged and permitted to ride with and assist you at no extra charge.

## REGISTRATION

New riders must complete and return the Participation Information form, Family History form and payment. These forms are available at the office of the Division of Senior Services or mailed to your home. There is a \$30.00 annual registration fee required at the time of registration. Please make your check or money order payable to **Mayor and City Council of Laurel**. Please include your driver's license number or State ID number on your check along with your phone number. All riders must be registered and pay the annual fee before appointments are made. Arrangements made for a payment plan are available, if needed.

## MAKING APPOINTMENTS

The Dispatcher is the only one who can make appointments and schedule changes. Appointments are on a first call, first serve basis. The dispatcher can schedule your appointments up to four weeks in advance. All riders must call a minimum of two business days in advance to schedule an appointment. The more time you allow between the call and the need, the more likely you are to get the date and time requested.

Same day, next business day appointments or changes are not be accepted, unless it is to cancel.

All appointments and changes to appointments must go through the dispatcher. Only the dispatcher can add or change the schedule or your appointment.

## 3 SHOPPING

Purchase only two reasonable-size bags of groceries that you can safely carry on and off the vehicle. Place one at your feet and one on your lap. The drivers are not required to handle your bags. They will open the vehicle door for you so you can safely board or exit the vehicle with your packages. Appointments based on the following shopping schedule. Residents at the same Senior Communities are placed in the same time slot.

Monday- Giant  
9:00 a.m.-11:00

Tuesday- Food Lion  
9:00 a.m.-11:00

Wednesday- Aldi  
9:00 a.m.-11:00

Thursday – Harris Teeter  
9:00 a.m.-11:00

Thursday – Amish Market  
1:00 pm 3:00pm

Friday – Shoppers  
9:00 a.m.-11:00



## PERSONAL ASSISTANTS / COMPANIONS

If you have a paid person riding with you, an assistant, an aid, a nurse, a companion notify the dispatcher when making your appointments.

All must be at least 21 years of age and have a copy of their work ID on file with the Division of Senior Service.

The drivers are not permitted to push or lift wheelchair passengers up or down stairs, in and out of buildings over curbs or to push wheelchairs on and off the vehicle.

Wheelchair participants must remain in their wheelchair to and from their destination.

Aides are required to bring the wheelchair participant to the vehicle and onto the ramp of the wheelchair lift and are to accompany their clients on the vehicle.

Aides are also required to assist their client with all medical equipment on and off the vehicle.

Aides are required to hold/store and all things belonging to their client.

Aides are required to ride with their client but are not required to pay the \$30.00 registration fee.

Aides who wish to use the service as an independent rider must register and pay the \$30.00 transportation service fee.

If you have not made an appointment and your name is not on the driver's schedule you cannot ride.



## MEDICAL APPOINTMENTS



All medical appointments should be after 10:00 am. Prior to making appointment please, consult with your medical office as to how long your visit will be. This information will aid in scheduling a return time.

## SCOOTERS

In our effort to provide safe, secure and worry free transportation to all of our participants, a pre-screened visit is required before we can transport scooters. The wheelchair tie downs installed in our vehicles cannot accommodate all scooters. If the scooter can be secured safely with the locks and straps that we have installed in our vehicles, we will provide service. We will not transport a scooter without a prior evaluation to make sure that the systems in our vehicle can transport it safely.

## LOST AND FOUND

If you discover that you have left something behind, contact the dispatcher as soon as possible. If you find a lost item, please inform the driver. Found items will be kept for only 30 days before donated.

### Code of Conduct

In registering myself and/or any member of my family or caregiver for this program, I agree that I, and all such family members or caregivers will comply with all the rules of the program. I also agree not to hold the City of Laurel or any of its employees, officials or agents liable in case of injury to me or any such registered family member or caregiver, or damage to our property

As a courtesy to all riders, we ask your cooperation in the following:

The Dispatcher is the only one who can make appointments and schedule changes.

Everyone must wear seatbelts at all times. This includes wheelchair participants.

The Division of Senior Services Van Transportation will only drop off and pick up at areas that meet our standards of service.

Be ready at your pre-determined time and location, where you can see the van has arrived.

Be a cautious, safe and responsible passenger. Keep conversations volume to a minimum and topics light and friendly.

Allow the drivers a 3-minute grace period. Upon arrival at your pick-up location, the driver will wait 3-minutes for you to appear, before reporting a "NO SHOW" and continue to the next appointment.

After three consecutive "no show", you will be suspended for 28 business days from riding the van. Please, no standing during transport.

The drivers are to remain within 3 feet of their vehicle at all times.

The driver is not be permitted to look for you in stores, doctor's offices or residences.

The driver will open and hold the vehicle door and close the vehicle door so that you may board and exit the vehicle safely.

Remember many of your fellow passengers will be delayed when you are more than 3-minutes late for your pick up time. This may cause a ripple effect for the driver to be late picking up each person after you for the rest of the day.

There will be absolutely no eating or drinking during transportation.

Participants who require a wheelchair accessible vehicle must notify staff at time of registration.

All participants must carry valid identification, emergency contact as well as medical information with them.

Transportation can be provided to events during our regular business hours but you must make an appointment when you register for the event.

